

EAST Search History

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|------|---|-----------------|------------------|---------|------------------|
| S93 | 22 | (internet or packet-switch\$5 or (packet near switch\$6) or (data near network)) near6 (telephone or phone or device or terminal) near3 local near3 gateway and (telephone or phone or terminal or device) near3 remot\$6 near3 gateway | US-PGPUB; USPAT | OR | ON | 2009/06/05 15:38 |
| S95 | 21 | (call or contact or service) near2 center and remot\$5 near2 (agent or operator or representative) and (pstn or circuit-switch \$5) and gateway and remot\$5 near2 (agent or operator or representative) with (pstn or circuit-switch \$5) and conver\$8 | US-PGPUB; USPAT | OR | ON | 2009/06/05 15:46 |
| S96 | 5 | (call or contact or service) near2 center and remot\$5 near2 (agent or operator or representative) and (pstn or circuit-switch \$5) and gateway and remot\$5 near2 (agent or operator or representative) with (pstn or circuit-switch \$5) and conver\$8 and second near2 (channel or link or path) | US-PGPUB; USPAT | OR | ON | 2009/06/05 15:53 |

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|------|----|--|-----------------|----|----|------------------|
| S98 | 13 | (pstn or circuit-switch \$5 or (circuit near switch\$5)) near4 second near2 (channel or path or link) and call near center | US-PGPUB; USPAT | OR | ON | 2009/06/05 15:55 |
| S99 | 3 | (call or contact or service) near2 center and remot\$5 near2 (agent or operator or representative) and (pstn or circuit-switch \$5) and gateway and remot\$5 near2 (agent or operator or representative) with (pstn or circuit-switch \$5) and conver\$8 and bi-direct\$6 | US-PGPUB; USPAT | OR | ON | 2009/06/05 16:00 |
| S100 | 29 | remot\$6 near2 agent same (bidirection\$6 or bi-direction\$6) | US-PGPUB; USPAT | OR | ON | 2009/06/05 16:08 |
| S103 | 87 | (bidirection\$6 or bi-direction\$6) and (acd or (call near center)) and remot\$5 near2 (operator or agent or representative) and (pstn or circuit-switch \$5 or (circuit near switch\$5)) and (internet or packet-switch\$5 or (packet near switch\$5) or (data near network)) | US-PGPUB; USPAT | OR | ON | 2009/06/05 16:19 |
| S106 | 67 | (bidirection\$6 or bi-direction\$6) and (acd or (call near center)) and remot\$5 near2 (operator or agent or representative) and (pstn or circuit-switch \$5 or (circuit near switch\$5)) and (internet or packet-switch\$5 or (packet near switch\$5) or (data near network)) and gateway and | US-PGPUB; USPAT | OR | ON | 2009/06/05 16:26 |

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|------|----|--|-----------------|----|----|------------------|
| | | conver\$7 and local\$6 | | | | |
| S107 | 2 | (bidirection\$6 or bi-direction\$6) and (acd or (call near center)) and remot\$5 near2 (operator or agent or representative) and (pstn or circuit-switch \$5 or (circuit near switch\$5)) and (internet or packet-switch\$5 or (packet near switch\$5) or (data near network)) and gateway and conver\$7 and (agent or operator or representative or telephone or phone or device or terminal) near3 local\$5 near3 (gateway or internet or packet-switch\$5 or (packet near switch \$5) or (data near network)) | US-PGPUB; USPAT | OR | ON | 2009/06/05 16:28 |
| S111 | 6 | conver\$7 near4 ((circuit near switch \$6) or circuit-switch \$5) near voice near data near5 ((packet near switch\$5) or packet-switch\$5) near voice near data and remot\$6 and gateway | US-PGPUB; USPAT | OR | ON | 2009/06/05 16:54 |
| S112 | 63 | bi-direction\$7 and remot\$5 near2 (agent or operator or representative) and (acd or (call near center)) and gateway and conver\$9 | US-PGPUB; USPAT | OR | ON | 2009/06/06 10:05 |
| S113 | 19 | bi-direction\$7 near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and remot\$6 | US-PGPUB; USPAT | OR | ON | 2009/06/06 10:30 |

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| S114 | 9 | bi-direction\$7 near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and remot\$6 and gateway | US-PGPUB; USPAT | OR | ON | 2009/06/06 10:31 |
| S115 | 13 | bi-direction\$7 near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and remot\$6 and conver\$7 | US-PGPUB; USPAT | OR | ON | 2009/06/06 10:32 |
| S116 | 7 | (bidirection\$7 or bi- direction\$7) near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and (external\$6 or remot\$6) and conver\$7 and bi- direction\$7 and (pstn or circuit-switch\$6 or (circuit near switch \$6)) and (internet or packet-switch\$6 or (packet near switch \$6) or (data near2 network)) and (local \$6 or internal\$6) | US-PGPUB; USPAT | OR | ON | 2009/06/06 10:55 |
| S117 | 4 | (bidirection\$7 or bi- direction\$7) near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and (external\$6 or remot\$6) and conver\$7 and bi- direction\$7 and (pstn or circuit-switch\$6 or (circuit near switch \$6)) and (internet or packet-switch\$6 or (packet near switch \$6) or (data near2 network)) and (local \$6 or internal\$6) and | US-PGPUB; USPAT | OR | ON | 2009/06/06 11:07 |

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|------|----|--|--------------------|----|----|---------------------|
| | | analog and digital | | | | |
| S118 | 4 | 370/352 and (bidirection\$7 or bi- direction\$7) near5 (agent or operator or representative) near5 (customer or subscriber or party or user) and (external\$6 or remot\$6) and conver\$7 and bi- direction\$7 and (pstn or circuit-switch\$6 or (circuit near switch \$6)) and (internet or packet-switch\$6 or (packet near switch \$6) or (data near2 network)) and (local \$6 or internal\$6) | US-PGPUB; USPAT | OR | ON | 2009/06/06 13:45 |
| S119 | 22 | michael near2 oldham. in. | US-PGPUB; USPAT | OR | ON | 2009/06/06 13:46 |

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